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IN THE MATTER OF QWEST
CORPORATION'S PERFORMANCE
ASSURANCE PLAN

Docket No. T-01051B-03-0859

NOTICE OF FILING AND JOINT
PROPOSED PROCEDURAL
SCHEDULE

Pursuant to the Procedural Order dated November 15, 2004, Qwest Corporation ("Qwest") respectfully submits its Performance Indicator Definition ("PID") modification process and a schedule for resolution of the process for PID administration, agreed upon by the parties.

Attached as Attachment 1, Qwest provides its PID modification process for the record in this docket. This process is posted on its wholesale website <http://www.qwest.com/wholesale/results/>. Qwest has omitted material from links that do not relate to the PID modification process.

As to the schedule, Covad Communications Company, MCImetro Access Transmission Services LLC on behalf of itself and Eschelon Telecom Inc., the Arizona Commission Staff and Qwest have agreed upon, and jointly propose the following::

12/10/04	Description of Processes due
01/21/05	Qwest Direct Testimony
03/04/05	Staff and Intervenors Responsive Testimony
03/25/05	Qwest Rebuttal due
04/04/05	Telephone P/H conference @ 1:00 pm
04/14/05	Hearing
04/28/05	Simultaneous Post Hearing Briefs
Discovery responses - 10 business days	

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3 RESPECTFULLY SUBMITTED this 10th day of December, 2004.
4

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ATTACHMENT 1

Qwest Wholesale Performance Information

PID - Request to Modify

The Performance Indicator Definitions (PIDs) provide an objective method to judge Qwest's ability to provide wholesale services. The goal is to provide services to CLECs in a manner that is either substantially the same as the level of service offered by Qwest's retail operations, or that provides you with a meaningful opportunity to compete.

If you would like to submit a request to add a new Performance Indicator Definition (PID), or to modify or delete an existing PID, Qwest has in place the Request to Modify a PID (This is the link to the process description at : <http://www.qwest.com/wholesale/clecs/reqmodpid.html>) process to assist you.

Accepted & Disputed Updates

As updates become available, Qwest will post that information below.

- PID Agreement Updates - No Current Updates Available
- PID Disputed Updates - No Current Updates Available

271 Performance Reports

Qwest provides state specific 271 performance reports on a monthly basis in PID format. Qwest Wholesale Performance Results Reports are provided in support of meeting the terms of Section 271 of the Telecommunications Act of 1996.

Click here to access the Reports in PID Format, or if you need additional information, please feel free to contact your service manager.

Qwest Performance Assurance Plan Reports

If you would like information on how Qwest reports performance data, please see the information on the Qwest PAP.

CLEC Specific Performance Results and User Guide

Qwest provides an easy to use guide to help you use and understand the data in the 271 Performance Results ECR Report.

CLEC Performance Results User Guide - Version 3.0

View this same information from within the Operation Support Systems (OSS) section. This will also give you navigation to other OSS-related information.

Certification to Access Performance Reports

If you currently have a Digital Certificate for Qwest's Systems, you will need to request ECR access. The form is located at: <http://www.qwest.com/wholesale/clecs/electronicaccess.html>. Click on the MS Excel Downloads: "ECR Digital Certificate Requests" and complete the form.

If you do not have a Digital Certificate, please visit the following URL for Digital Certificate Requirements and ordering instructions: <http://www.qwest.com/wholesale/systems/generalinfo.html>. Click on "View information on How to Get a Qwest Digital Certificate." and follow the instructions listed.

Accessing the Report - You'll need a Digital Certificate

Once you have your digital certification, users can access the reports by going to the following url: <https://clec.qwest.com/>

Last Update: October 29, 2004

PID – Request to Modify

Description

If you would like to submit a request to add a new Performance Indicator Definition (PID), or to modify or delete an existing PID, Qwest has in place the Request to Modify a PID process to assist you.

The purpose of PIDs is to provide an objective method to judge Qwest's ability to provide wholesale services. The goal is to provide services to you in a manner that is either substantially the same as the level of service offered by Qwest's retail operations, or that provides you with a meaningful opportunity to compete. The PIDs were established in order to support Qwest's Section 271 applications and approval processes, and the Performance Assurance Plan (PAP) development process.

You may submit modifications to the current version of the PIDs contained in Qwest's Statements of Generally Available Terms and Conditions (SGATs).

You as an individual CLEC, or a group of CLECs, may request a modification. The process operates similarly whether the request is made by one or multiple CLECs. In fact, we encourage the CLEC community to address performance measurement issues together and then submit the request as a group. This could result in a more efficient discussion with Qwest and help promote the uniformity of performance measurements.

Request to Modify a PID Process

If you wish to submit a Request to Modify a PID, it is necessary to first contact your Qwest Service Manager. If the request were to be made by multiple parties, the Service Manager for the designated lead CLEC would be the point of contact.

When you contact the Service Manager, he or she will work with you to identify the appropriate process to respond to your needs. When the Request to Modify a PID process appears to be the most appropriate process, the Service Manager will supply you with the form to request a PID modification.

When you complete the form and return it, Qwest will review it for completeness, ensuring that the required information has been provided. Instructions for requirements are included on the form. If the form is incomplete, either your Service Manager or another Qwest resource will contact you with help on how to properly revise and resubmit the request.

When the form is complete, Qwest will contact you to schedule one or more meetings to discuss your request, based on the number and nature of the modifications requested and whether similar requests have been received from others. Qwest will come to the meeting(s) prepared to discuss your request.

After the completed request is submitted, Qwest will send out a notification with meeting details to all CLECs that have Interconnection Agreements with Qwest, so that there will be discussion about the requested change from the CLEC community.

Once the parties have reached a collective agreement on any modifications to PIDs, Qwest will post the agreement(s) within the PID – Request to Modify section on the Qwest Wholesale Performance Information Web site. Qwest will also make Exhibit B and/or Exhibit K filings with the State Commissions, as appropriate. Any party can take a desired PID change that remains unresolved to a State Commission for consideration through the six-month review process. Any disputed issues that are not considered PID related by both parties may be brought to the State Commission outside of the six-month review process set forth in the PAPs. Unresolved issues will also be posted within the PID – Request to Modify section on the Qwest Wholesale Performance Information Web site.

Request to Modify a PID Process Flow Diagram

The flow diagram for this process can be accessed from the following hyperlink:

PID – Request to Modify Process Flow Diagram (This is the link to a diagrammatic description of the process)

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Frequently Asked Questions (FAQs)

1. Will discussions on modifications to PIDs address Performance Assurance Plans (PAP) issues?

Yes. How the PAP(s) treat particular PIDs may be discussed, if appropriate. For example, the tier designation for a substantially revised PID could be discussed.

2. Does the process described in this document replace the Long Term PID Administration (LTPA)?

Yes, it does.

3. Does this process address the day-to-day inquiries about PIDs and a CLECs ad hoc data?

No. Day-to-day inquiries regarding PIDs and ad hoc data will continue to be handled through existing processes by Qwest's Service Management organization.

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Last Update: August 6, 2004



